# Conflict Management

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# THE NATURE OF CONFLICT

- **CONFLICT IS INEVITABLE IN ANY GROUP THAT IS**
  **TOGETHER FOR ANY LENGTH OF TIME**

- **DIFFERENT PEOPLE WILL HAVE DIFFERENT**
  **VIEWPOINTS, IDEAS AND OPINIONS**

- **CONFLICT OCCURS WHENEVER THERE IS NO**
  **INTERNAL HARMONY WITHIN A PERSON, OR**

# LEVELS OF CONFLICT

- **INTERPERSONAL CONFLICT**
- **INTRAPERSONAL CONFLICT**
- **INTRAGROUP**

# NEGATIVE CONNOTATIONS (ASSOCIATED WITH CONFLICT SITUATIONS)

- GETTING ANGRY IS A WASTE OF TIME
- THEY WON'T UNDERSTAND ME
- I'M AFRAID OF THE CONSEQUENCES
- CONFRONTATION IS UNPROFESSIONAL
- THEY WILL ONLY COUNTER MY ARGUMENT

# SOURCES OF CONFLICT

- DIFFERENT VALUES AND BELIEFS
- ROLE PRESSURE OR CLARIFICATION
- PERCEPTION DIFFERENCES
- DIVERSE GOALS OR OBJECTIVES
- GROUP STATUS OR IDENTITY
- RACE, ETHNICITY, OR GENDER DIFFERENCES

# SOURCES OF CONFLICT (CONT'D)

- PERSONALITY CLASH OR CONFLICT
- COMPETITION FOR LIMITED RESOURCES
- DISAGREEMENT ON HOW THINGS SHOULD BE DONE
- PERSONAL, SELF, OR GROUP INTEREST
- TENSION AND STRESS
- POWER AND INFLUENCE

# NEGATIVE FACTORS OF CONFLICT

- **DIVERTS ATTENTION FROM IMPORTANT ISSUES**
- **MAY DAMAGE MORALE**
- **MAY CAUSE POLARIZATION**
- **REINFORCES DIFFERENCES IN VALUES**
- **PRODUCES REGRETTABLE BEHAVIORS**

# POSITIVE FACTORS OF CONFLICT

- **STIMULATES INTEREST**
- **FORUM FOR DISCUSSIONS**
- **INCREASES COHESIVENESS**
- **PROMOTES CHANGE**
- **PROVIDE MEANS TO WORK TOGETHER**

# METHODS FOR MANAGING CONFLICT

- **DENIAL OR AVOIDANCE**
- **SUPPRESSION**
- **POWER OR DOMINANCE**
- **THIRD PARTY INTERVENTION**
- **COMPROMISE OR NEGOTIATION**
- **INTEGRATION OR COLLABORATION**